# Application/Control No. 09/825,403 Examiner HUNG Q PHAM Applicant(s)/Patent Under Reexamination SHRUM ET AL. Art Unit Page 1 of 1

# Notice of References Cited

## U.S. PATENT DOCUMENTS

_				The state of the s	
*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	4	US-6,701,342 B1	03-2004	Bartz et al.	709/200
	В	US-			
	С	US-	_		
. 1.		US-		,	
	Е	US			
	F	US-			
	G	US-			
	Н	US-			
	ı	US-			
	J	US-			
	К	US-			
	L	US-			
	М	US-			

### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	P					
	Ø					
	R					
	s					
	Τ					

### **NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Hewlett-Packard, Firehunter/PRO 2.0 Internet Service Management Solution, copyright 1999 Hewlett-Packard Company.
	٧	Hewlet-Packard, Firehunter Service Assurance for E-business, copyright 1999, <a href="http://web.archive.org/web/19991013073731/http://firehunter.com/">http://web.archive.org/web/19991013073731/http://firehunter.com/</a> .
	w	
	×	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.